

Supporting the Team

For a team approach to trade promotion activities to be successful, the Trade and Economic Program staff must be supported with appropriate management and administrative processes. Management should put systems in place to ensure that resources are used efficiently, and that staff participation is encouraged. This can be done in a number of ways:

- enabling input by staff into the management process;
- providing advice on strategies;
- creating a work environment where resources are mobilized when needed;
- providing the means for sharing information and ideas;
- setting priorities to guide staff decisions;
- clarifying roles and responsibilities within DFAIT in Ottawa and Team Canada;
- providing current information on the status of clients and services;
- providing training and other skills development opportunities;
- providing a workload allocation method which distributes work and resources equitably;
- automating repetitive tasks;
- following up on activities;
- providing business information systems;
- enabling performance measurement and continuous improvement;
- setting limits on “shoulds” and “should nots.”

Administrative support is provided by ensuring that the equipment and facilities are well maintained and functioning properly, by providing backup systems, and by operating an effective filing system.